

Transferring Records To Another Practice: Patient's wanting to transfer their records to another practice must fill out & sign a "Transfer Of Records Request" at their new practice to be faxed to Access Health Care Tuncurry. A cost of \$30 per file is required prior to sending your medical records.

Translating Services: We have Doctors practicing at Access Health Care who originate from various countries. If you have a specific language please ask our receptionists and we will try to accommodate your request. If you have trouble understanding the medical advice you have received or have trouble explaining yourself to our doctors or to our staff we can contact the Medical Translating and Interpreting Service on 131450. We are also able to access various print materials through Medicare, Department of Health and Aging and NSW Health Department.

Reminder System: Our reminder system reminds your appointment date/time 24hrs before via text message to your nominated mobile number. Our Practice is committed to preventive care. We participate in national and state reminder systems e.g. Pap Smear and Childhood immunisations and annual Health assessments. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

Mobile Phones: All doctors strive to avoid unnecessary interruptions whilst you are having your consultation. To further assist us in giving you our full concentration and attention we ask that Mobile Phones be **Switched Off** when entering the surgery.

Management Of Your Personal Health Information

Your medical record is a confidential document. It is the policy of this Practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Referrals to specialists/allied health are only organised by your doctor.

Your Rights: We are striving to provide you with a high-quality service. If you have a problem we would like to hear about it. Please feel free to talk to your Doctor or the Practice Manager. You may prefer to write to us. We take your concerns, suggestions and complaints seriously.

However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery there are several options available including The Medical Board of NSW, AMA or Health Care Complaints Commission Telephone: 1800 043 159. You have the right to participate in decisions regarding your healthcare. If you have a specific cultural background please advise your doctor so that they can be sympathetic to your cultural needs.

Our Practice is committed to the care of you and your family. This practice is committed to quality improvement and is accredited with GPA.

This practice has a NO SMOKING policy.

PRESCRIPTIONS: For best medicine practice, patients are advised that they must return for a consultation for script renewals. Staff have been directed to adhere strictly to this policy.

ACCESS HEALTH CARE - Tuncurry



18 PEEL STREET, TUNCURRY, NSW, 2428

Phone (02) 6555 5464

Fax (02) 6555 4033

www.accesshealthcare.net.au

Medical Staff:

Dr Chris Horsfield
Dr Sasi Kumar
Dr Aaron Rahmati
Dr Maniruzzaman (Mani)
Dr Yin Man Chan
Dr Forough Razmjooei
Dr Ahmed Ismail
Dr Vinothini Jayaram

Special interest:

General Medicine/Aged Care
Men's Health/Mental Health/Skin Check
Men's Health/Aged Care/Skin Check
Aged Care/General Medicine
Aged Care/General Medicine
General Medicine/Women's Health
General Medicine
General Medicine/Women's Health

Nursing Staff:

Neridah, Leanda, Penni

Practice Manager:

Alyce Onysko

Office Staff:

Ella, Brittney, Maree, Sadhana, Donna

HOURS

Monday to Friday 8.00 am to 5.00pm

Every Saturday 8.30 am to 12.30pm

All Hours: (02) 65555464

WELCOME TO THE ACCESS HEALTH CARE -Tuncurry

This brochure has been prepared to help you understand the nature of our Practice. Should you require additional specific information, please feel free to speak with the staff.

PRACTICE SERVICES

- General Family Medicine
- Skin Cancer Check and minor procedures
- Aged Care
- Immunisation/Flu/Covid-19 Vaccination
- Women's and Men's Health
- Cervical screening & IUD
- INR check, ECG
- Travel advice and Vaccinations
- Workers' compensation
- Chronic disease management

APPOINTMENTS: An **appointment system** is used by this practice to minimise waiting time. However, as it is not possible to predict when emergencies and complex problems may arise, delays may sometimes occur. You will help us keep to time if you:

- Arrive punctually and notify reception of your arrival
- Advise our staff, when booking-in, if you need a long consultation
- Limit the consultation process to the person who has the appointment
(One patient per appointment)

For a routine appointment, it is advisable to ring several working days in advance to ensure that you obtain an appointment at a time suited to you. We encourage you to see the doctor of your choice for your consultations.

For an urgent appointment, please alert our staff at the time of your call that the problem is of a priority nature, and you will receive an appointment on the day of your call. Patients with an urgent problem will be seen to by a doctor, although this may not be with the doctor usually attended. Subsequent (on-going) care will be available from the doctor of your choice.

For an emergency appointment call 000. Please emphasise your concern to the staff, and you will be further advised. This includes walk in patients. You can also **book your appointment online** via our website www.accesshealthcare.net.au

PLEASE ENSURE STAFF ARE AWARE WHEN YOUR PROBLEM IS URGENT

Our practice offers **telehealth appointments**. To be eligible for telehealth services, you must have had a face-to-face consultation with one of our doctors in the 12 months before the telehealth service. There are some limited exceptions. You can book your phone appointment online via our website.

For medical enquiries outside normal working hours, a doctor is available On-Call for advice and may be contacted by telephoning **6555 5464**.

Telephone Access. If you phone the surgery with an urgent problem, your call will be put through to the Nurse, who will assist you. If a nurse is not available you will be put

through to a doctor. For less urgent matters, our receptionists will take a message and your call will be returned as soon as possible.

Home visits are available for situations of genuine need, or those with certain medical conditions. Should you believe your condition requires a home visit by your doctor, please advise the staff early in the day so that all options may be considered, and disruption to the Practice minimised and provided the visit is safe and reasonable.

Visits to **Nursing Homes and Hostels** in this area are available to our patients. Our Doctors have admitting rights to Forster Private Hospital.

Test Results. If your doctor has asked you to have any pathology tests or x-rays you **must** return for an appointment to discuss these results with your doctor. Results will **not** be given over the telephone. Patients have the right to participate in decisions about their healthcare. Our Practice engages with a range of health, community and disability services to plan and facilitate optimal patient care.

Communication Policy

Our practice strives to communicate clearly with all staff and patients alike. When reception receives a call from a patient and needs to pass a note to the Doctor, in non-urgent cases, they will use a specific message book which also leaves a carbon copy for future reference. We also receive communication to the practice email through our online message system from our website. The Practice Manager checks these emails and returns the patient query in a timely manner (also reminding that this email is unsecure). For all urgent enquiries patients are advised to ring the practice directly and not wait for a return email/phone call. All other communication from external Doctors/services are mainly received by fax or secure messaging. Occasionally we receive communication through our secure email which is maintained by our IT team.

If the practice sends any information to external providers it is done by fax or secure email. Patients names are not listed in the email for confidentiality protection.

Consultations Fees

Access Health Care Tuncurry is a private billing practice with Medicare rebates for most of the services. All consult fees are at the discretion of the Doctors. Procedures and excisions will generally be privately billed. Please ask reception or discuss these fees in your appointment with the Doctor. Holders of D.V.A. Gold card will be bulk billed and asked to present their card and sign the assignment form.

Skin Cancer check consultations are privately billed. Please check the fees with reception staff at the time of booking. Some of the telephone consultations may attract a private fee with Medicare rebate. Ear syringing, venesections, iron infusions are considered procedures and are privately billed, will attract out of pocket fee.

These services can be Bulk Billed: Regular patients who require script only (Face to face or Phone consultation). First follow-up for results, Health Assessments, Care plan GPMP/TCA and Care Plan Review, Mental Health Care Plans, Children less than 12 year of age and the Routine immunization, Routine vaccination (such as Covid-19, Flu).

Appointment Cancellation Policy: We understand that unplanned issues can arise. We are more than happy to re-schedule your appointment if is needed. It is crucial that you notify us of your cancellation, at least 2 hrs prior to your appointment time, to avoid the **\$50 no show fee.**